

1. The first step in the process of identifying a problem is to recognize that a problem exists. This is often done by comparing current performance with a desired state or goal. If there is a significant difference, a problem is identified. For example, if a company's sales are declining while its expenses are increasing, this would indicate a problem with profitability.

2. Once a problem is identified, the next step is to define the problem more precisely. This involves determining the scope of the problem, the time frame over which it is occurring, and the specific areas affected. For example, if sales are declining, it is important to determine whether this is a general trend or if it is limited to certain products or markets.

3. The third step is to analyze the causes of the problem. This is often done by using tools such as the fishbone diagram (also known as the Ishikawa diagram) to identify potential causes and their relationships. The fishbone diagram is a type of flowchart that helps to identify the root causes of a problem by tracing back from the effect to the causes.

4. The fourth step is to develop a plan to address the problem. This involves identifying the specific actions that need to be taken to solve the problem, and determining the resources required to implement the plan. For example, if the problem is declining sales, the plan might involve developing new marketing strategies or improving the quality of the product.

5. The fifth step is to implement the plan. This involves putting the plan into action and monitoring progress. It is important to have a system in place to track progress and to be able to make adjustments if necessary. For example, if the plan involves developing new marketing strategies, it is important to track the results of the campaigns and to be able to adjust the strategy if it is not working.

6. The final step is to evaluate the results of the plan. This involves comparing the actual results with the desired state or goal. If the plan was successful, the problem should be solved and the company should be able to return to a state of profitability. If the plan was not successful, it may be necessary to go back to the previous steps and re-evaluate the problem and the plan.

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